

## TELECONFERENCE SUMMARIES

**Facilitator: Kathryn Greenspan, FMR**  
**HUD Washington, DC**

### **A. HUD Updates**

- Award letters and ACC amendments have been distributed. If you have not received notification, please contact your TA Provider.
- Continuation of the WtW voucher program as with all voucher allocations is until advised by HUD that there will be no future obligation to WtW.
- There are no plans for additional reallocations in the foreseeable future. However, there is a possibility that there may be new WtW vouchers in HUD appropriations.

### **B. Reporting**

- Track new allocations through monthly leasing report.
- **\*NOTE- THERE HAS BEEN A LOW LEVEL OF REPORTING IN HUD'S PIC SYSTEM.** Although there are 50,000 leased, PIC report reflects only 21,500. If you are having difficulties with reporting, please consult your PIC coach and also make your TA Provider aware of the problems.
- HUD will use information provided in PIC to evaluate WtW Voucher Program. HUD will review number employed upon entry in the program compared with the number employed at annual report.

### **C. WtW Website Resources**

- Family eligibility, family outreach, FSS, portability, WtW policies & procedures.

### **D. Income Targeting**

- HUD can make income exceptions to the 75% extremely low-income admissions targeting requirement at the request of a PHA demonstrating that the income requirement interferes with the goal of the WtW program. 24 CFR 982.201(b)(2)(iii).

**Faciliator: Brenna Cobb**  
**FSS Coordinator, Akron Metropolitan Housing Authority**

### **A. Recruiting WtW as It Relates to FSS**

- Upon inception in the position, Brenna focused her efforts on maximizing their 10 points of SEMAP. In order to maximize points for enrollment, it was necessary to increase participation in the FSS program from 40% to 80%.
- Brenna succeeded in signing 100 new contracts and receiving the 10 SEMAP points by the end of the year.
- Her process began with increasing awareness of FSS program by improving and developing recruiting information.
- **TIMING IS CRITICAL-** a one page flyer describing the program with a request to call for an application after signing leasing contract was included in the Section 8 briefing packet.

- Each month Brenna mailed (to all new contract clients) an inquiry letter and application with a deadline to call for an appointment. Deadlines were important so their re-certification information was current for FSS program.
- **INCREASING AWARENESS**-each graduating client participated in a check presentation with the Executive Director/Dep. Director. Special “goodies” were provided to clients. Brenna presented a profile of their progress and took pictures for the article later placed in the Quarterly Agency Newsletter along with “how to sign up” information. This generated a great response. The stories and check presentations also increased awareness of the FSS program with the staff.
- To ensure that staff provides accurate information to prospective clients, Brenna attends Section 8 staff training to disseminate information on the FSS and other social service programs.
- Last summer, Akron HA completed a new FSS brochure with pictures of grads with “success quotes.” Also, a new video was completed for the Section 8 briefings that addresses a special segment on FSS. This video highlights an interview with successful grad and displays pictures of her graduation from college.
- The Akron HA has a good relationship with the Department of Job & Family Services. In the future, Brenna would like to assist in exploring more efficient ways to exchange verification information for Housing and Welfare benefits between the agencies as well as duplicating the same recruiting system of inquiry letters according to Section 8 re-certification dates.

**Facilitator-Kathi Dahlem**

**Project Manager, Abt. Assoc. Inc**

**A. Steps to Establishing Relationships with your TANF Agency and Other Service Providers**

- Identify the key contacts at the TANF agency and other service providers, including staff at branch offices who may work directly with WtW participants.
- Notify the TANF agency and other service providers of who the key WtW staff persons are and how they can be contacted. If possible, arrange introductory meetings and/or briefings.
- Provide agencies with a written explanation of the process for leasing up vouchers, including eligibility, application, briefings, issuance, shopping, lease up, program compliance, and other Section 8, Welfare to Work, and QHWR program requirements.
- Learn what the program requirements and entitlements are for the TANF agency and other service providers. Identify their funding sources.
- Meet with your TANF agency to discuss any upcoming changes or budget cutbacks to the TANF program in your state (including both cash entitlements and non-cash benefits such as childcare, job training, and transportation) and, understand how these changes may impact WtW participants.
- If WtW participants are still receiving TANF cash benefits, determine where they are on the five-year entitlement cycle so you can assist them in identifying programs and services when the cash benefits expire.

**B. Components of an MOU with Your TANF Agency or Other Service Providers**

- Goals -- What do you and the TANF agency hope to achieve through this MOU?
- Communication -- Who will be the key contacts for both agencies? How will you communicate with each other (e.g., monthly reports and/or, quarterly meetings)?
- Data sharing and evaluation - What information will both agencies make available? How will you address confidentiality?
- How will information be transmitted between agencies? How will you evaluate the success of your "partnership?"
- Program operations -- What are the steps for making your "partnership" operate?
- Family non-compliance -- How will you address families who are in non-compliance with program regulations and who have been sanctioned under TANF regulations?
- Amendment and Termination - What is the process for amending or terminating this MOU?
- Note: Your TA Provider may (upon request) be able to provide you with samples of MOUs from other WtW agencies.

**C. Suggestions for Continuing to Market Your Program**

- On-going briefings with the local TANF agency staff and other service providers.
- Briefings and flyers to faith-based organizations.
- Newspaper and agency newsletter articles about the program and the process for applying.
- Flyers to large employers, especially employers who work with local job training programs and employers who have many entry-level employment opportunities.
- Continue to review your agency's waiting list.

**Facilitator-Sheila Murphy**

**Project Manager, Quadel Consulting Corp.**

**A. Basic Reporting Requirements**

- Required by HUD - submit HUD-50058 WtW/FSS Addendum.
- Addendum contains valuable info about your WtW families, especially if you have the systems to:
  - Tabulate some of this data on a program wide basis
  - Analyze this data on individual family basis over time to identify trends, progress, etc.
- Since the addendum is new and PIC/MTCS system has undergone changes, WtW Coordinators need to be watching for:
  - Problems with Addendum transmission
  - Error messages and ensured resolution of the problem
  - Problems occurring when a family is enrolled in both FSS and WtW
  - Problems with PHA software
  - Problems with PIC or Addendum design

**B. Regarding Reporting**

- Since PIC records suggest that many sites are not reporting properly, we encourage you to contact your Field Office PIC Coach if you are encountering any problem. You can also contact your TA Provider for support.
- Although sights are still struggling to dedicate the resources to tracking and there is still room for improvement, overall sites have made a lot of progress in the last 18 months. Many sites are not only *thinking* about tracking and reporting, but now they have the time to *focus* some energy on developing tracking systems!

**C. Going Beyond 50058 – Why Important to Track**

- The more you know, the easier it is to promote your program to:
  - Executive Directors, Board, Landlords, Families (WtW Participants and Waiting List Applicants), Partners – local service agencies and employers and Community Stakeholders
- With numbers, you can demonstrate success
- With numbers, you can figure out what is working and what is not. It allows you to better manage and make needed changes to your program
- No one has the resources to track everything, but sites need to choose what success indicators are most important to them and set up systems to track. Depending upon size of program, computer capabilities, etc, the system itself can be as simple as a paper tracking system, to an excel spreadsheet, to a more sophisticated access database. Ask yourself, what can you extract from your existing system?

**D. Examples of Best Practices and Resources Available on WtW WEB**

- Manassas – Employment Tracking
- Boston HA and CHAC – Survey
- Perth Amboy – Needs Tracking
- Broward County
- Everett/Snohomish Evaluation